

Hotpoint Service and Spares

FOR SERVICE: If you have a problem with your appliance ring our Nationalcall Service

0541 500 500

You will automatically be connected to your nearest local Service Office.

- 364 days a year service call booking • Same day/next day service
- Repairs fully guaranteed for 12 months
- Five year parts guarantee from purchase date

FOR GENERAL ENQUIRIES:- Each Service Office has a Help Desk to answer general or technical enquiries about your appliance. Simply ring the Nationalcall Number (above) and ask for the Help Desk.

FOR SPARES AND ACCESSORIES: Contact your Spares Centre for prices and availability. Telephone numbers for spares enquiries, for the various regions, are listed below.

Service Offices are open between 8.00am-8.00pm Monday to Friday 8.00am-6.00pm on Saturdays and 10.00am-4.00pm Sundays.
Spares Centres and Help Desks are open between 8.00am-5.00pm Monday-Friday and 8.00am-12.30pm on Saturdays.

Service Office and Spares Centre

LONDON

Unit 10, Crystal Way, Harrow, Middx. HA1 2HP
(0181) 863 4113

MIDLANDS/NORTH WALES

Westgate, Aldridge, W Midlands. WS9 8UX
(01822) 745377

Ashling Street, Nottingham. NG2 3JB
(0115) 9860387

NORTH

Sandbeck Lane, Wetherby. L22 4TW
(01937) 581221

44/46 Station Rd, Heston Mewsey, Stockport. SK4 3GT
(0161) 432 0255

SCOTLAND

West Lodge Rd, Blythwood Est, Renfrew. PA4 9EN
(0141) 886 5611

SOUTH

Landfield Trading Estate, New Hyde Lane,
Landfield, ME20 6SW
(01622) 716631

Unit R, Stb Hampshire Ind. Park, Salisbury Rd,
Totton, SO40 3SA
(01703) 867933

SOUTH WALES/SOUTH WEST

18 Western Avenue, Bridgend Ind. Estate,
Bridgend CF31 3SL
(01656) 786111

EAST

Peterborough: Ceta Road, Peterborough. PE2 9JB
CHELMSFORD Industrial Buildings, Beehive Lane, Chelmsford. CM2 9TE

Note: Neither of the above two offices have Spares Centres. For spares enquiries please ring Central Spares Administration (01733) 556520 - Telephone sales only.

IRELAND

256 Ormeau Road Belfast, BT7 2TZ. Tel: (01232) 647111

49 Annyrs Ind. Estate, Dublin 17
00 353 1 842 6088
00 353 1 842 6836/6861

AGENTS

CHANNEL ISLANDS. Service provided by Agents. Normal Guarantees apply and certain Extended Warranty Schemes are available.

JERSEY:

Roy Manger Services Ltd
10 Don Street, St Helier.
Tel: (01534) 21625

OR
Duck Fix Services
Leopold, Rue de la Croix
St. Germaine
Tel: (01534) 854808

GUERNSEY & SARK:

Colin Torode Ltd, Grande Rue,
St. Martin, Guernsey.
Tel: (01481) 38422

OR
Laters Appliance Service Ltd
Barnes Lane, Vale
Tel: (01481) 51810
D A Walters, 32 High Street
Tel: (01481) 822686

ALDERNEY:

ISLE OF MAN. Service provided by Agents. Normal Guarantees apply and certain Extended Warranty Schemes are available.

Partingtons:

64 Duke St, Douglas
Tel: (01624) 673233

OR
B Pascoe, Tromode Works
Crombourne Village, Douglas
Tel: (01624) 676066

OR
Manx Electricity Authority
PO Box 177 Victoria Rd
St. Douglas
Tel: (01624) 625811

SHETLAND, ORKNEY AND WESTERN ISLES

Service provided by Agents. Normal Guarantees apply, but Service Schemes are not available.

SHETLAND:

Robertson & Peterson
Fort Road, Lerwick
Tel: (01596) 692557

ORKNEY IS:

Refrigeration Sales and Service
Hastons Ind. Estate, Kirkwall
Tel: (01856) 875457

WESTERN ISLES:

N B McCleod Church Street
Stornoway, Isle of Lewis
Tel: (01851) 705555
Local Hygro Shops
Which are covered by Hotpoint

ELECTRIC HOB USER HANDBOOK FOR INSTALLATION AND OPERATION MODEL BE11

Hotpoint®

In accordance with its policy of progressive product design, the Company reserves the right to alter specifications. Hotpoint Ltd, Peterborough, PE2 9JB, England

Your new appliance

This handbook gives full instructions for installing and operating your new Hotpoint Hob.
Please read right through this handbook **before** installing and using the hob for the first time.

DO MAKE SURE THAT ANY ELECTRICAL WIRING IS CARRIED OUT BY A QUALIFIED ELECTRICIAN.

WARNING: CHILDREN SHOULD NOT BE ALLOWED TO PLAY WITH THE APPLIANCE OR TAMPER WITH THE CONTROLS.

Contents

	Page
Electrical Requirements	3
Installation	4
For Your Safety	5-6
Operation	7
Hotplates General Information	8-9
Care and Cleaning	10
If your Hob won't work	11
Hotpoint Service Cover	12
Hotpoint Services Offices	Back Cover

Retention of this Instruction Book

This Instruction Book must be kept handy for reference as it contains important details on the safe and proper use of the appliance.

If you sell or pass the appliance to someone else, or move house and leave it behind, make sure this Book is also provided so the new owner can become familiar with the appliance and safety warnings.

If the Book is lost or damaged a copy may be obtained from Hotpoint Ltd, Celta Road, Peterborough, PE2 9JB.

This appliance conforms to the following EEC Directives:

Low Voltage Equipment

73/23/EEC

93/68/EEC

Electromagnetic Compatibility

89/336/EEC

92/31/EEC

93/68/EEC



Electrical Requirements

- All electrical wiring must be carried out in compliance with the appropriate IEE and local Electricity Board regulations by a qualified electrician, eg. your local Electricity Company or a contractor who is on the roll of the National Inspection Council for Electrical Installation Contracting (NICEIC).

INCORRECT INSTALLATION COULD AFFECT THE SAFETY OF THE APPLIANCE.

Electricity Supply

- The voltage stamped on the rating plate of the hob must correspond with the house electricity supply, which must be alternating current.
- The hob must be connected to a suitable double pole isolating switch having a contact separation of at least 3 mm in all poles, placed in a readily accessible position adjacent to, but not directly above, the units. The loading for the hob is 6.0 kW.
- Fuse requirement - 30 amps.
- The power supply cable should conform to BS 6004 with a conductor size of 4mm².

**WARNING – THIS APPLIANCE
MUST BE EARTHED.**

Your hob should **not** be located adjacent to a gas heater as flames from the burners could cause damage to your hob.

Installation

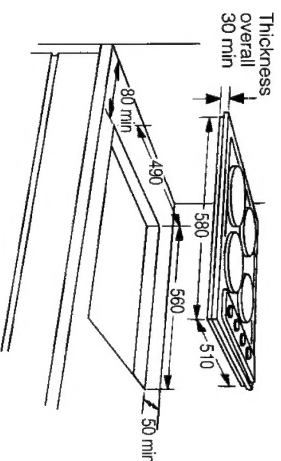
General

Before connecting or installing the hob the electricity supply must be turned OFF.

The wall at the back of the hob must be covered with a heat resistant surface, eg. ceramic tiles.

The edge of the hob must be a minimum of 80mm away from a tall unit or wall. A drawer, panel or shelf must be fitted beneath the hob with a gap of at least 20mm. Weight of the hob unit is 12.5kg (27.51b).

Dimensional Requirements



Worktop thickness should be 30-40mm. All dimensions are shown in millimetres.

Fig. 1

Important: The hob and unit in which it is installed must be both stable and level.

If the hob is installed above an oven the oven may need to be lowered from its normal position as follows:
For worktop thickness 30mm, lower the oven by 30mm.
For worktop thickness 40mm, lower the oven by 20mm.

Electrical connection

To connect the power cable to the Hob, remove the cover from the underside of the Hob. Pass the cable through the cable clamp and connect to the appropriate terminals provided. Tighten the screws on the cable clamp and replace the hob cover before fitting the Hob into the worktop.

Installing the Hob into the Worktop

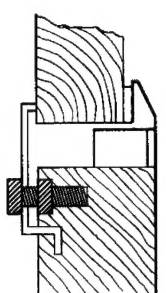
The hob can be installed either in the middle of two adjacent cabinets or located in a corner with one adjacent cabinet. The hob should be installed to provide Class Y protection against risk of fire. This specifies the minimum distance from walls as shown in Fig 1. The hob is equipped with sealant to prevent particles of food and other foreign objects from getting into the cabinet. The sealant should be adhered to the underside of the hob frame (avoid stretching) close to the edge before the hob is positioned on to the worktop. Fix the hob to the cabinet using the recessed brackets (Figs. 2 and 3). Carefully trim the excess gasket.



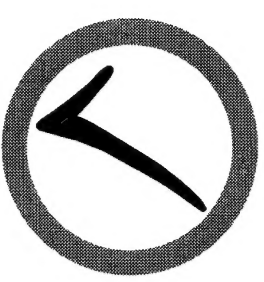
Fig. 2



Fig. 3



For Your Safety



When used properly your Hotpoint appliance is completely safe but as with any electrical product there are certain precautions that must be observed.

PLEASE READ THE PRECAUTIONS BELOW BEFORE USING YOUR APPLIANCE.

Always

- Always make sure you understand the controls prior to using the appliance.
- Always keep children away from the hob as the surfaces will get extremely hot during and after use.
- Always make sure all controls are turned off when you have finished cooking and when not in use.
- Always place pans centrally over the hotplate making sure handles are kept away from the edge of the hob and cannot become heated by other hotplate/pans.
- Always turn off the electricity supply at the wall switch before cleaning and allow the appliance to cool.
- Always refer servicing to a qualified appliance service engineer.

Hotpoint Service Cover

Satisfaction Guaranteed or Your Money Back

Hotpoint gives you a unique 'Satisfaction Guaranteed' promise – valid for ninety days after you have purchased your Hotpoint product. If there is a technical problem with your Hotpoint appliance, just call Hotpoint Service (see back page). If necessary we will arrange for an engineer to call. If the technical problem is not resolved under this Guarantee, Hotpoint will replace your appliance or, if you prefer, give you your money back. Your statutory rights are not affected, and the Guarantee is additional and subject to the terms of Hotpoint's Five Year Parts Guarantee.

Hotpoint's Free Five Year Guarantee

- From the moment your appliance is delivered Hotpoint guarantees it for **FIVE YEARS**.
- In the Five Years all replacement parts are **FREE** provided that they are fitted by our own Service Engineer. During the first year our Engineer's time and labour is also free.
 - Our guarantee covers loss of food in our refrigeration and freezer products up to £250 during the first year, subject to verification by one of our engineers.
 - After the first year we will charge for our Engineer's time and labour. We do, however, operate a range of Service Plans (see opposite) which, for an annual payment, enables you to cover any repair costs which may be necessary.
 - All our service repairs are guaranteed for twelve months in respect of our labour and any parts fitted.
 - The appliance must be used in the United Kingdom, and must not be tampered with or taken apart by anyone other than our own Service Engineers.
 - You may, however, buy parts which can be safely fitted without specialist knowledge or equipment. The correct fitting of such parts, provided they are genuine Hotpoint spares, will not affect your Guarantee. Parts are available from our Hotpoint Spares Centres (see back page).
 - Our guarantee does not cover the cost of any repair, or loss of food in refrigeration products, due to power failure, accidents or misuse. Nor does it cover the cost of any visits to advise you on the use of your appliance. Please read thoroughly the instruction book supplied with this appliance.
 - If at any time during the Guarantee period we are unable to repair your appliance, we will refund any repair costs paid to us in the previous twelve months. We will also offer you a new appliance at a reduced charge instead of a repair.
 - Our Guarantee is in addition to and does not affect your legal rights.
 - Should you need independent advice on your consumer rights, help is available from your Consumer Advice Centre, Law Centre, Trading Standards Department, and Citizens Advice Bureau.
 - All Hotpoint servicing is carried out by our own Service Organisation located throughout the United Kingdom and Eire. We will be happy to deal with any problems which you may have.

Hotpoint's Extended Warranties

Whether you have just one or a number of Hotpoint appliances in your kitchen, Hotpoint has a range of Service Plans to give you complete peace of mind. They enable you to extend your one year labour guarantee so that you can have repairs completed **FREE** during the membership period.

Service Cover

We offer a number of payment methods: cheque, credit card or you can spread the cost and pay by direct debit (full details can be obtained on Free phone 0800 716356). This covers you for all repairs during the period of cover, which can be from 1 to 4 years. Service Cover also includes loss of food, up to the value of £250, in refrigeration appliances. There is also an option of Service Cover with Maintenance at an additional cost. This includes an annual Electrical and Safety check and replacement of any parts as necessary.

Kitchen Cover

An annual payment covers you for all repairs for all your Hotpoint appliances which are less than ten years old. It also covers the cost of loss of food up to £250 in our refrigeration and freezer products. There is also the option of Kitchen Cover with Maintenance at an additional cost. Any additional Hotpoint appliances purchased after you have joined Hotpoint Kitchen Cover will automatically be included during the annual period of cover without further charge.

Appliance Registration

To ensure that you have the opportunity to benefit from any of the above Service Schemes and other offers you should complete and return immediately the Appliance Registration Form/Questionnaire supplied with this appliance. Full details and costs of our Service Schemes, together with an application form, will be sent to you at the end of the first year of the guarantee.

Annual Safety/Maintenance Checks

Hotpoint strongly recommends that all its appliances are regularly checked for electrical and mechanical safety, whether or not they are covered by a Service Plan. Worn door gaskets or hoses may cause a leak on an appliance, which could become dangerous if neglected.

Proof of Purchase

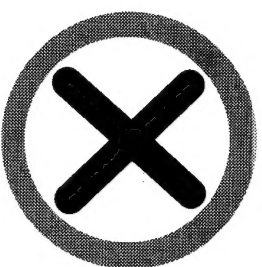
For future reference please attach your purchase receipt to this booklet and keep it in a safe place.

Spares and Accessories

Spares and accessories can be ordered from your local Hotpoint Spares Centre (see back page), using the order form enclosed.

NOTE: Our Engineers will use every effort to avoid damage to floor coverings and adjacent units when carrying out repairs/service work, but in locations where the Engineer advises you that it will be impossible to move appliances without risk of damage, he will only proceed with your approval that no liability is accepted.

For Your Safety



Never

- Never leave children unsupervised where a cooking appliance is installed as all surfaces will be hot during and after its use.
- Never allow anyone to sit or stand on any part of the appliance.
- Never store items above the appliance that children may attempt to reach.
- Never leave anything on the hob surface when unattended and not in use.
- Never heat up unopened food containers as pressure can build up causing the container to burst.
- Never store chemicals/food stuffs, pressurised container in or on the appliance, or in cabinets immediately above or next to the appliance.
- Never place flammable or plastic items on or near the hob.
- Never fill a deep fat frying pan more than 1/3 full of oil, or use a lid. DO NOT LEAVE UNATTENDED WHILE COOKING.
- Never use the appliance as a room heater.
- Never install the appliance next to curtains or other soft furnishings.

Safety Advice

In the event of a chip pan fire or any other pan fire.

1. TURN OFF THE COOKER APPLIANCE AT THE WALL SWITCH.
2. COVER THE PAN WITH A FIRE BLANKET OR DAMP CLOTH, this will smother the flames and extinguish the fire.
3. LEAVE THE PAN TO COOL FOR AT LEAST 60 MINUTES BEFORE MOVING IT. Injuries are often caused by picking up a hot pan and rushing outside with it.

NEVER USE A FIRE EXTINGUISHER TO PUT OUT A PAN FIRE as the force of the extinguisher is likely to tip the pan over. Never use water to extinguish oil or fat fires.

If Your Hob won't work

.... don't panic

Just quickly check these points before calling a Hotpoint engineer:

1. Check that the mains supply has been switched on.
2. If the hotplate is not giving the amount of heat you require check that you are using the correct setting (see page 8) and the correct pan (see page 9).

If it still won't work ..

Ring

0541 500500

in the UK



(For Eire, Channel Isles,
Isle of Man, Shetland,
Orkney and Western Isles
– see back cover)

When you contact us, we will want to know the following:

1. Your name, address and post code.
2. Your telephone number.
3. Clear and concise details of the fault.
4. The model number of your machine.

5. The date of purchase. Enter the date here:

6. If you have taken out a Hotpoint Service Cover Plan.

Please make sure that you have all these details ready before making your call.

Spare Parts

Please remember your new appliance is a complex piece of equipment.

'DIY' repairs or unqualified and untrained service people may put you in danger, could damage the appliance and might mean you lose cover under Hotpoint's Parts Guarantee.

If you do experience a problem with the appliance don't take risks; call in Hotpoint's own Service Engineer. The address and telephone number of your nearest Hotpoint Service Office is in your local telephone directory.

Our spare parts are designed exclusively to fit only Hotpoint appliances. Do not use them for any other purpose as you may create a safety hazard.

Thinking of
buying another
Hotpoint appliance?



Care and Cleaning

Before cleaning - switch the hob off at the Cooker Isolating Switch. To minimise cleaning **always:**

Avoid spills whenever possible. If a spillage does occur wipe it up immediately so that it does not become burnt on. Care must be taken as the hob and hotplates will be hot.

Cleaning Stainless Steel or Enamel Parts and the Control Panel

Wipe these over with a damp soapy cloth followed by a clean damp cloth and drying with a soft cloth, but remember that some permanent discoloration may occur due to the high temperatures. Stubborn stains can be removed with a cream, paste or liquid cleaner, or by gently rubbing with liberally soaped, very fine steel wool pads, eg. Brillo, Ajax, etc. Check that the cleaning agent used is approved by the Vitreous Enamel Development Council.

DO NOT use scouring pads or abrasive powder as these will scratch the surface.

Sealed Hotplates

The cleaning of sealed hotplates should be done when they are cold, using a soap filled pad following the grain of the hotplate. This will ensure that any stubborn, burnt on spillages are removed. Wipe over with a damp clean cloth, making sure that all the cleaner has been removed. Finally, turn on the control knob to warm the hotplate for a few minutes, then smear with a little cooking oil to provide a protective coating.

DO NOT use any cleaner which contains bleach.

Ensure that the hotplates are dried well with a clean cloth after cleaning. The appearance of the hotplates can be maintained by using a spot of cooking oil rubbed onto the surface of each hotplate **after** cleaning.

Alternatively use a proprietary hotplate cleaner such as Collo Electrol (Part No. 6400 001). This can be ordered from your local Hotpoint Spares Centre (see back page).

Plastic Control Knobs

Wipe with a cloth **dampened** with hot soapy water. Stubborn stains may be removed with a cream cleaner, carefully applied.

Operation

The Controls

The relevant control for each ring is clearly indicated on the control panel. Simply turn the knob to the setting required and the indicator light will come on. When switching off turn the Control to the 'O' (Off) position.

The Hob has four hotplates, two of which are 'fast heat'. These are identified by a red spot. The heating areas heat up more quickly than the remaining heating areas.

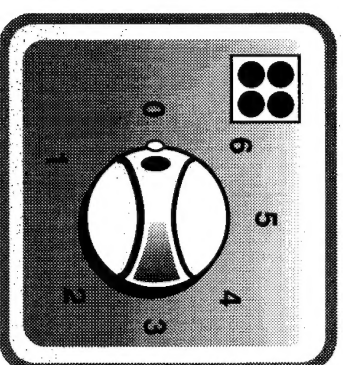


Fig. 4

To bring items to the boil turn the control to setting 6 initially and then turn to a lower setting within the range 1-6 as required. Similarly when frying, again turn to setting 6 until the fat is hot and then lower the setting according to your requirements. See page 8.

Note: Never leave hot fat or cooking oil unattended.

The six setting heating areas will turn in either direction to switch **On**, and are marked 0-6, 6 giving maximum power. Setting 3 is normally sufficient to maintain a gentle boil, further cooking details are explained in the cooking chart illustrated on page 8.

Loading
1 x 180mm heating area is 2kW
(Fast Heat)
1 x 180mm heating area is 1.5kW
1 x 145mm heating area is 1.5kW
(Fast Heat)
1 x 145mm heating area is 1.0kW

Hotplates General Information Notes

Note:

Under no circumstances should the hob be used with aluminium foil in contact with the hob surface.

Control Settings Guide

This table is provided only as a guide – settings also depend on the type of pan used and the quality of food.

Use of Hotplate

The controls set the hotplates at six pre-set power levels. Each control can be used to select one of six temperature settings from a minimum at position 1 to a maximum at position 6.

Knob Position	Type of food
1	To melt butter, chocolate, etc.
1 or 2	To heat food gently. To keep small amounts of water simmering. To heat sauces, containing egg yolks and butter, to simmer: stews, meat, fish, vegetables, fruit.
3	To heat solid and liquid foods. Keep water boiling. Thaw frozen vegetables. Make 2-3 egg omelettes.
4 or 5	To cook foods, just above simmering. To maintain 'rolling' boil for preserve making.
5 or 6	To seal meat and fry fish.
6	Frying potatoes. Bringing water to the boil. Deep fat frying. Dissolve sugar for preserve making.

Safety requirements for deep fat frying

1. Use a deep pan, large enough to completely cover the appropriate heating area.
2. Never fill the pan more than one-third full of oil.
3. Never leave oil or fat unattended during the heating or cooking period.
4. Never try to fry too much food at a time, especially frozen food. This only lowers the temperature of the oil or fat too much, resulting in greasy food.
5. Always dry food thoroughly before frying, and lower it slowly into the hot oil or fat. Frozen foods, in particular, will cause frothing and spitting, if added too quickly.
6. Never heat fat, or fry, with a lid on the pan.
7. Keep the outside of the pan clean and free from streaks of oil or fat.

Hotplates General Information Notes

PANS SHOULD BE:



Not concave (bowed in)



Not convex (bowed out)



Not rimmed



Not deeply ridged



But essentially Flat

Always ✓	Never X
<ul style="list-style-type: none"> ● Use good quality flat-based cookware on all electric heat sources. ● Always ensure pans have clean, dry bases before use. ● Ensure pan bases match size of heating area. ● Remember good quality pans retain heat well, so generally only a low or medium heat is necessary. ● Ensure pan handles are positioned safely and away from heat sources. ● Always lift pans, never drag. ● Always use pan lids except when frying. ● Deal with spillage's immediately but with care. 	<ul style="list-style-type: none"> ● Use gauze, metal pan diffusers, asbestos mats and stands e.g. Wok stands – they can cause overheating. ● Use utensils with skirts or rims e.g. buckets and some kettles. ● Use badly dented or distorted pans. ● Leave an element switched on when not cooking. ● Cook food directly on a heat source. ● Drag or slide utensils. ● Place large preserving pans or fish kettles across two hotplates.